

Description:

The Industrial Commission was established to impartially and efficiently administer the Idaho Workers' Compensation Law in a manner that encourages a safe work environment, prompt, accurate benefit payments, timely dispute resolution, and quality vocational rehabilitation services at a reasonable cost to employers. The overall responsibilities performed by the Compensation Division include evaluating insurance carriers wishing to write workers' compensation insurance and employers wishing to become self-insured; ensuring adequate securities are on deposit with the State Treasurer to cover outstanding awards; enforcing the coverage requirements of the Workers' Compensation Law; monitoring benefit payments to assure they are provided promptly and accurately; assisting parties to workers' compensation claims by supplying accurate information and facilitating the informal resolution of disputes; reviewing settlements to determine if they are in the best interests of all parties.

Major Functions and Targeted Performance Standard(s) for Each Function:

1. Employer Compliance: Enforce coverage requirements of Workers' Compensation Law.

A. First contact (letter) with employers identified as out of compliance made within an average of 14 days.

Actual Results			
<u>2001</u> 14 days	<u>2002</u> 14 days	<u>2003</u> 14 days	<u>2004</u> 14 days
Projected Results			
<u>2005</u> 14 days	<u>2006</u> 14 days	<u>2007</u> 14 days	<u>2008</u> 14 days

B. Employers refusing to obtain the required insurance referred to deputy Attorney General within 14 days of notification of pending legal action.

Actual Results			
<u>2001</u> 14 days	<u>2002</u> 14 days	<u>2003</u> 14 days	<u>2004</u> 14 days
Projected Results			
<u>2005</u> 14 days	<u>2006</u> 14 days	<u>2007</u> 14 days	<u>2008</u> 14 days

C. Personal contact made with the employer by a Compliance Investigator within an average of 21 days of the referral of the case to the investigator.

Actual Results			
<u>2001</u> 13.6 days	<u>2002</u> 10.3 days	<u>2003</u> 16.2 Days	<u>2004</u> 16.2 Days
Projected Results			
<u>2005</u> 16.2 Days	<u>2006</u> 16.2 Days	<u>2007</u> 16.2 Days	<u>2008</u> 16.2 Days

D. 90% of Proof of coverage notifications received electronically.

Actual Results			
<u>2001</u> 100%	<u>2002</u> 100%	<u>2003</u> 100%	<u>2004</u> 100%
Projected Results			
<u>2005</u> 100%	<u>2006</u> 100%	<u>2007</u> 100%	<u>2008</u> 100%

Industrial Commission

Compensation

2. Benefits Administration: Review all settlements and closing documents to assure workers receive the appropriate benefits.

A. 90% of lump sum settlements processed within 14 days of receipt.

Actual Results			
<u>2001</u>	<u>2002</u>	<u>2003</u>	<u>2004</u>
88.01%	87.14%	93.00%	83.76%
Projected Results			
<u>2005</u>	<u>2006</u>	<u>2007</u>	<u>2008</u>
87.00%	90.00%	90.00%	90.00%

B. 90% of summary of payments processed within an average of 90 days of receipt.

Actual Results			
<u>2001</u>	<u>2002</u>	<u>2003</u>	<u>2004</u>
96.00%	96.00%	90.00%	95.00%
Projected Results			
<u>2005</u>	<u>2006</u>	<u>2007</u>	<u>2008</u>
96.00%	96.00%	96.00%	96.00%

3. Records Management: Maintain a record of all claims for workers' compensation benefits.

A. First Report of Injury Forms processed and data entered within an average of 5 days following receipt.

Actual Results			
<u>2001</u>	<u>2002</u>	<u>2003</u>	<u>2004</u>
1.85 days	2 days	3 days	.5 days
Projected Results			
<u>2005</u>	<u>2006</u>	<u>2007</u>	<u>2008</u>
1 days	1 days	1 days	1 days

B. 75% of First Report of Injury forms received electronically by FY 2008.

Actual Results			
<u>2001</u>	<u>2002</u>	<u>2003</u>	<u>2004</u>
56.00%	56.00%	53.00%	64.35%
Projected Results			
<u>2005</u>	<u>2006</u>	<u>2007</u>	<u>2008</u>
66.00%	68.00%	72.00%	75.00%

Program Results and Effect:

The Compensation Division has continued to meet or exceed all performance parameters, while significantly increasing its emphasis on customer outreach activities. These activities center around site visits to sureties and employers across the state. During these visits, staff members audit company compliance with statutory and regulatory requirements, provide training to company employees, and share innovative and efficient practices encountered during visits to other companies. Continued efforts to expand our acceptance of electronically submitted First Reports of Injury will result in a reduction in our manual data entry requirements. Employees formerly engaged in data entry are being trained to perform reviews of summaries of payments, enhancing the Commission's efficiency and production.

For more information contact William D. Robbins at 334-6042.

Description:

As a neutral party, the Rehabilitation Division supports medical recovery while facilitating an early return to employment as close as possible to the workers pre-injury status and wage. Rehabilitation consultants serve injured workers from ten field offices statewide. Referrals for services from this division come from many sources. However, the majority of referrals are received from employers or their insurance companies.

Major Functions and Targeted Performance Standard(s) for Each Function:

1. Provide early contact and prompt evaluation of the injured workers' needs.

- A. Contact referrals, complete the initial evaluation, and determine eligibility within 14 days of receiving a referral.

Actual Results			
<u>2001</u> 10.6 days	<u>2002</u> 10.8 days	<u>2003</u> 10.3 days	<u>2004</u> 9.6 days
Projected Results			
<u>2005</u> 10 days	<u>2006</u> 10 days	<u>2007</u> 10 days	<u>2008</u> 10 days

- B. Contact employer and complete an evaluation of the pre-injury job within 14 days of receiving a referral.

Actual Results			
<u>2001</u> 13 days	<u>2002</u> 10.7 days	<u>2003</u> 10.4 days	<u>2004</u> 9.7 days
Projected Results			
<u>2005</u> 10 days	<u>2006</u> 10 days	<u>2007</u> 10 days	<u>2008</u> 10 days

2. Return the injured worker to employment at a wage as close to pre-injury as possible.

- A. At least 60% of the workers rehabilitated returned to a position with the time-of-injury employer.

Actual Results			
<u>2001</u> 57%	<u>2002</u> 58%	<u>2003</u> 60%	<u>2004</u> 61%
Projected Results			
<u>2005</u> 60%	<u>2006</u> 60%	<u>2007</u> 60%	<u>2008</u> 60%

- B. Workers whose cases are closed as "rehabilitated" earn an average of at least 90% of their pre-injury wage.

Actual Results			
<u>2001</u> 87%	<u>2002</u> 85%	<u>2003</u> 86%	<u>2004</u> 87%
Projected Results			
<u>2005</u> 89%	<u>2006</u> 90%	<u>2007</u> 90%	<u>2008</u> 90%

Industrial Commission

Rehabilitation

Program Results and Effect:

The Commission's Rehabilitation Division continues to be extremely effective in assisting injured workers in their return to employment. Last fiscal year's statistics show workers rehabilitated by the division retaining their pre-injury wage earning level. In addition to benefiting workers, this has a positive financial effect on employers in terms of reduced disability payments.

For more information contact William D. Robbins at 334-6042.

Description:

The Crime Victims Compensation Program was created to provide reimbursement for health care and related expenses to innocent victims who suffer injury or death as a direct result of criminal acts of others.

Major Functions and Targeted Performance Standard(s) for Each Function:

1. Determine eligibility of individuals seeking compensation.

- A. Complete data entry of application for compensation and request needed reports from law enforcement and prosecuting attorney's offices within an average of 10 days following the receipt of the application.

Actual Results			
<u>2001</u> 7 days	<u>2002</u> 11 days	<u>2003</u> 11 days	<u>2004</u> 21 days
Projected Results			
<u>2005</u> 10 days	<u>2006</u> 10 days	<u>2007</u> 10 days	<u>2008</u> 10 days

- B. Reduce turn-around time on production of law enforcement reports to 45 days.

Actual Results			
<u>2001</u> 57 days	<u>2002</u> 40 days	<u>2003</u> 22 days	<u>2004</u> 23 days
Projected Results			
<u>2005</u> 45 days	<u>2006</u> 45 days	<u>2007</u> 45 days	<u>2008</u> 45 days

- C. Determine eligibility within an average of 30 days following the receipt of all required information.

Actual Results			
<u>2001</u> 26 days	<u>2002</u> 27 days	<u>2003</u> 21 days	<u>2004</u> 34 days
Projected Results			
<u>2005</u> 30 days	<u>2006</u> 30 days	<u>2007</u> 30 days	<u>2008</u> 30 days

- D. Determine eligibility within an average of 90 days following receipt of the application for compensation.

Actual Results			
<u>2001</u> 73 days	<u>2002</u> 72 days	<u>2003</u> 77 days	<u>2004</u> 103 days
Projected Results			
<u>2005</u> 90 days	<u>2006</u> 90 days	<u>2007</u> 90 days	<u>2008</u> 90 days

- E. Pay claimant's first bill within an average of 30 days after determination of eligibility.

Actual Results			
<u>2001</u> 26 days	<u>2002</u> 26 days	<u>2003</u> 27 days	<u>2004</u> 22 days
Projected Results			
<u>2005</u> 30 days	<u>2006</u> 30 days	<u>2007</u> 30 days	<u>2008</u> 30 days

Industrial Commission

Crime Victims

F. Pay claimant's first bill within an average of 120 days from receipt of application for compensation.

Actual Results			
<u>2001</u>	<u>2002</u>	<u>2003</u>	<u>2004</u>
151 days	154 days	141 days	158 days
Projected Results			
<u>2005</u>	<u>2006</u>	<u>2007</u>	<u>2008</u>
130 days	125 days	120 days	120 days

2. Determine eligibility of expenses and make appropriate payments.

A. Determine compensability of provider's bill within 30 days following submission of all required information.

Actual Results			
<u>2001</u>	<u>2002</u>	<u>2003</u>	<u>2004</u>
5 days	8 days	12 days	116 days
Projected Results			
<u>2005</u>	<u>2006</u>	<u>2007</u>	<u>2008</u>
25 days	25 days	25 days	25 days

B. Review all bills to assure payments have been made from collateral sources prior to payment by the CVCP.

Actual Results			
<u>2001</u>	<u>2002</u>	<u>2003</u>	<u>2004</u>
100%	100%	100%	100%
Projected Results			
<u>2005</u>	<u>2006</u>	<u>2007</u>	<u>2008</u>
100%	100%	100%	100%

3. Determine eligibility of individuals seeking reimbursement for sexual assault forensic examinations.

A. Determine eligibility of a claim for a forensic examination within 30 days following receipt of all the required information.

Actual Results			
<u>2001</u>	<u>2002</u>	<u>2003</u>	<u>2004</u>
N/A	71 days	88 days	49 days
Projected Results			
<u>2005</u>	<u>2006</u>	<u>2007</u>	<u>2008</u>
30 days	30 days	30 days	30 days

Program Results and Effect:

During FY 2003, the Commission had difficulty meeting targeted processing goals for claims filed with the Crime Victims Compensation Program. For several consecutive years there has been a significant increase in the number of victim compensation claims files in addition to a 63% increase in payments for sexual assault forensic examinations, without additional administrative resources. These increases have negatively impacted the program's ability to improve or meet targeted processing goals as the volume of claims exceeds the capacity of existing personnel allocations.

For more information contact William D. Robbins at 334-6042.

Description:

The Adjudication Division, including the Commissioners, Referees, and Mediators, ensures the timely processing and resolution of controverted workers' compensation claims and medical fee disputes; provides judicial review of appeals from the Idaho Department of Labor; and hears appeals from determinations made by the Crime Victims Compensation Program.

Major Functions and Targeted Performance Standard(s) for Each Function:

1. Provide prompt and fair adjudication of workers' compensation disputes.

A. Hearings should be held within 120 days following receipt of the request for calendaring.

Actual Results			
<u>2001</u> 111 days	<u>2002</u> 112 days	<u>2003</u> 119 days	<u>2004</u> 127 days
Projected Results			
<u>2005</u> 127 days	<u>2006</u> 127 days	<u>2007</u> 127 days	<u>2008</u> 127 days

B. Decisions should be issued within 90 days following the date the case is under advisement.

Actual Results			
<u>2001</u> 45 days	<u>2002</u> 67 days	<u>2003</u> 40 days	<u>2004</u> 53 days
Projected Results			
<u>2005</u> 53 days	<u>2006</u> 53 days	<u>2007</u> 53 days	<u>2008</u> 53 days

2. Provide an alternative method of resolving disputes through the use of mediation.

A. Mediations should be scheduled within 30 days following the request for mediation.

Actual Results			
<u>2001</u> 25 days	<u>2002</u> 24 days	<u>2003</u> 20 days	<u>2004</u> 23 days
Projected Results			
<u>2005</u> 25 days	<u>2006</u> 25 days	<u>2007</u> 25 days	<u>2008</u> 25 days

B. 80% of mediated cases should be resolved successfully.

Actual Results			
<u>2001</u> 86%	<u>2002</u> 78%	<u>2003</u> 83%	<u>2004</u> 88%
Projected Results			
<u>2005</u> 90%	<u>2006</u> 90%	<u>2007</u> 90%	<u>2008</u> 90%

Industrial Commission

Adjudication

3. Provide prompt and fair appellate review of lower level cases on appeal from the Department of Labor unemployment insurance.

A. 50% of decisions should be issued within 45 days following receipt of the appeal.

Actual Results			
<u>2001</u>	<u>2002</u>	<u>2003</u>	<u>2004</u>
93.4%	99.1%	99.1%	98.8%
Projected Results			
<u>2005</u>	<u>2006</u>	<u>2007</u>	<u>2008</u>
98%	98%	98%	98%

B. 80% of decisions should be issued within 75 days following receipt of the appeal.

Actual Results			
<u>2001</u>	<u>2002</u>	<u>2003</u>	<u>2004</u>
99.8%	99.8%	100%	100%
Projected Results			
<u>2005</u>	<u>2006</u>	<u>2007</u>	<u>2008</u>
100%	100%	100%	100%

C. 95% of decisions issued within 150 days following receipt of appeal.

Actual Results			
<u>2001</u>	<u>2002</u>	<u>2003</u>	<u>2004</u>
100%	100%	100%	100%
Projected Results			
<u>2005</u>	<u>2006</u>	<u>2007</u>	<u>2008</u>
100%	100%	100%	100%

D. Decisions issued within an average of 45 days from receipt of appeal.

Actual Results			
<u>2001</u>	<u>2002</u>	<u>2003</u>	<u>2004</u>
34 days	37 days	40 days	40 days
Projected Results			
<u>2005</u>	<u>2006</u>	<u>2007</u>	<u>2008</u>
40 days	40 days	40 days	40 days

Program Results and Effect:

The Adjudication Division continues to focus its efforts on the timely resolution of disputes. In FY 2004, the average time to issue a workers' compensation decision was 53 days, an average substantially in keeping with the 90-day goal. The average time required to issue a decision in unemployment insurance appeals during FY 2004 was 40 days, which continues to exceed federal standards for processing upper level appeals. The mediation program continues to play an integral role in the expeditious resolution of workers' compensation disputes, providing informal facilitation of settlement negotiations among the parties.

For more information contact William D. Robbins at 334-6042.